Supra eKEY® for Android™ Products

User Manual

Supra
United Technologies

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Intended use Use this product only for the purpose it was designed for. For the latest product information, contact Supra or visit us online at *www.supraekey.com*.

Rules and regulations relating to the use of the service Key Possession. Each keyholder (“Keyholder”) is responsible for the key (“Key”) issued to him or her.

Current Update. The Key must be updated in order to access keyboxes (“Keyboxes”). The Key cannot be updated unless the Keyholder is in good standing with the organization (“Organization”) and UTC Fire & Security, Americas Corporation, Inc. (“UTCFS”), is authorized to use the Service, and is in compliance with the obligations for the use of the Service including, without limitation, these rules and regulations.

Equipment Security. It is necessary to maintain the security and the personal identification number (“PIN”) of the Key to prevent the use of the Key and the Service by unauthorized persons. Each person in possession of a Key, whether such Key is being actively used or not, shall abide by the following terms and conditions:

To keep the Key in authorized Keyholder’s possession or in a safe place at all times;

Not to allow the PIN for the Key to be displayed on or attached to the Key for any purpose whatsoever or to be disclosed to any third party;

Not to lend or otherwise transfer the Key to any other person or entity, or permit any other person or entity to use the Key for any purpose whatsoever, whether or not such other person or entity is authorized to use the Key;

Not to duplicate the Key or allow any other person to do so;

Not to assign, transfer or pledge the Key;

Not to (i) destroy, alter, reproduce, modify, adapt, translate, reverse engineer, de-compile, disassemble or tamper with the Key or knowingly or unknowingly allow anyone else to do so; or (ii) provide or otherwise make available the software or any part or copies thereof to any third party;

To notify your Organization or UTCFS within forty-eight (48) hours if the Key is lost or stolen;

To follow all additional security procedures as specified by your Organization; and

To safeguard the code for each Keybox from all other individuals and entities, whether or not they are authorized users of the service.

Keybox Authorization. Before a Keybox is installed or used on any piece of real property, the prior written authorization to install or use a Keybox must be obtained from the property owner, as well as from any tenant(s) in possession of the property, if applicable. Extreme care shall be used to ensure that all doors to the listed property and the Keybox are locked. All owners and/or tenant(s) of real property shall be informed that the Keybox is not designed to be, or intended as, a security device.

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Preface

The *Supra eKEY for Android™ Products User Manual* includes an overview of the Supra eKEY application software and detailed instructions explaining:

- how to set up the eKEY application software
- how to update the eKEY app to access an iBox
- how to access an iBox
- how to view MLS listing and roster data
- how to view showing activity

There is information describing how to contact technical support.

For specific information about an Android device, refer to the documentation that was provided with the smartphone or tablet. For additional information on using the Supra eKEY software, visit *www.supraekey.com* and select the *Customer Support* link.

The following conventions are used in this document:

Bold	Menu items and buttons.
Italic	Emphasis of an instruction or point; special terms.
	File names, path names, windows, panes, tabs, fields, variables, and other GUI elements.
	Titles of books and various documents.
Blue italic	(Electronic version.) Hyperlinks to cross-references, related topics, and URL addresses.
`Monospace`	Text that displays on the computer screen.
	Programming or coding sequences

Safety Terms and Symbols

These terms may appear in this manual:

CAUTION: Cautions identify conditions or practices that may result in damage to the equipment or other property.

Chapter 1 Introduction

This chapter provides an overview of the eKEY application software and explains how to set it up on the Android device.

In this chapter:

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eKEY Overview

The eKEY application software allows the Android™ phone or tablet to access a Supra iBox placed at real estate listings. There are three (3) different versions of the iBox that may be placed on listings depending upon the Multiple Listing Service (MLS), Association, or Board.

The classic iBox reads an infrared signal only. To access an iBox using infrared, the Supra eKEY Fob is required. The iBox BT and iBox BT LE read infrared and Bluetooth® signals. In addition, the iBox BT LE uses a low energy battery. The fob is not required to access the iBox BT or iBox BT LE.

Requirements

- eKEY compatible Android smartphone or tablet; to see which Android devices are supported go to *www.supraekey.com* or *click here*.
- Android Operating System (OS) 2.1 or newer
- Android data plan with Internet or Wi-Fi connection
- Supra eKEY Fob for accessing the classic iBox devices using infrared

Supra eKEY Application Software

The eKEY application allows the user to:

- Obtain the listing keys from an iBox
- Open the shackle on a iBox to place it on a listing or remove from a listing
- Manage and view the iBox inventory and change iBox settings
- Read an iBox to view showing history
- View showing notices and messages
- View MLS and roster information — only for eKEY Professional subscribers

Figure 1. eKEY Basic Home Screen

Figure 2. eKEY Professional Home Screen

The eKEY software connects to the Supra network using the Android device's cellular Internet service or Wi-Fi connection. During the first eSYNC of each day, the eKEY software sends showing data to the Supra network, updates the eKEY to access the iBox, and receives messages and showing notifications. In addition, for eKEY Professional subscribers, the MLS listing and roster data are updated.

Supra eKEY Fob

The Supra eKEY Fob is a device used to translate the Bluetooth signal from the Android device to an infrared signal that can be recognized by the iBox. For more fob pairing information, view the *eKEY Fob Instructions* packaged with the fob, or follow the manufacturer's pairing instructions for the Android device.

SupraWEB

SupraWEB is the agent website, available at *www.supraekey.com;* to go and:

- Obtain an update code for the eKEY
- Identify the name of a keyholder by key serial number
- Manage the iBox inventory and listing information
- View, email, and schedule activity reports
- View and send showing feedback
- Manage billing
- Change the PIN code
- Set up the market area (eKEY Professional subscribers)
- Obtain an authorization code for installing eKEY software

To access SupraWEB from the Andriod device, open the eKEY application and select the SupraWEB icon.

KIMvoice

KIM, the Keybox Information Manager, is the Supra network that maintains the key and iBox data. Call KIMvoice at 888-968-4032 to use the automated voice access system.

eKEY Setup

This section explains how to install the eKEY application software onto the Android phone or tablet and authorize the application.

Install eKEY Software

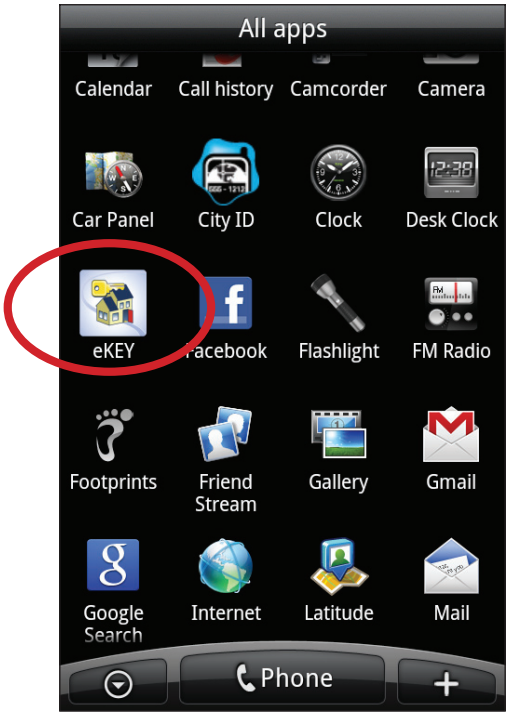
Use the Android Market, Google Play, or Play Store to install the eKEY software. An internet and a data package or Wi-Fi are required to use the Supra eKEY software.

Install the eKEY software on the Android device:

1. On the Android device, select the **Market**, **Google Play**, or **Play Store** icon.
2. Select **Search** and search for **Supra eKEY**.
3. Select the **Supra eKEY** application.
4. Select **INSTALL**.
5. Select **OK**.

After the software is installed, the eKEY icon is shown in the list of applications on the Android device.

Figure 3. eKEY Icon



Authorize eKEY

The eKEY software must be authorized before it can be used. To authorize the eKEY software, a 30-digit Authorization code is required.

New eKEY users can obtain an authorization code from the Association/Board/MLS. For existing eKEY users, log into SupraWEB and select the ***Authorization Code*** link to obtain an authorization code.

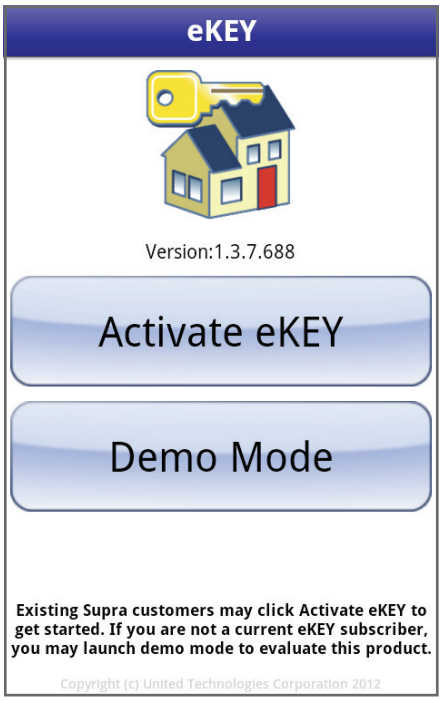
Demo mode is available for customers who have not yet subscribed to the eKEY service. Use the Demo mode to view the eKEY software only, no interaction with the iBox is possible in this feature.

Authorize the eKEY software:

1. Select the **eKEY** icon to open the application.
2. Select **Activate eKEY**.
3. Follow the onscreen prompts to enter the 30-digit Authorization code.
4. Select **Authorize**.

The eKEY app will use the Android device to connect, authorize, and update the eKEY app to access iBox devices.

Figure 4. Authorize eKEY Screen


eKEY
Version:1.3.7.688
Activate eKEY
Demo Mode
Existing Supra customers may click Activate eKEY to get started. If you are not a current eKEY subscriber, you may launch demo mode to evaluate this product.
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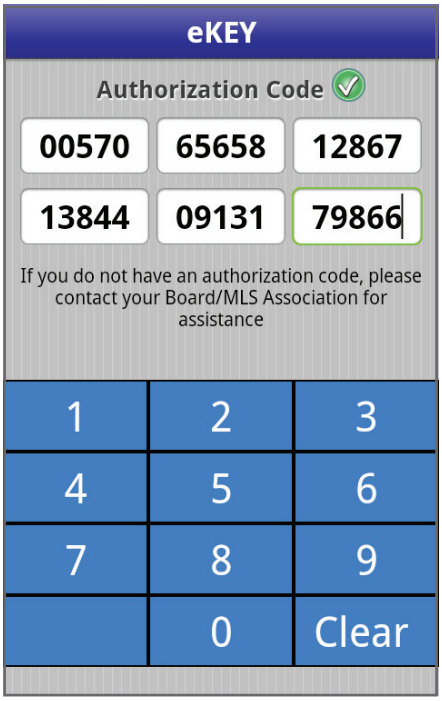


Customize PIN

Customize the PIN code to use with the eKEY software.

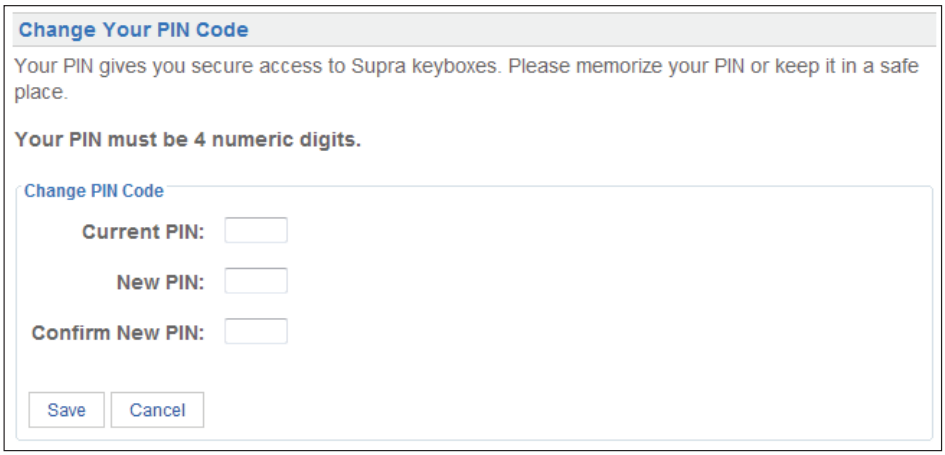
Customize the PIN:

1. Using a computer, navigate to *www.supraekey.com*.
2. Select **SupraWEB Login for Real Estate Agents**.
3. Enter your user ID and password and select **Submit**.

Note: *To register for a single sign on (SSO) user ID and password, click the* **Register** *button to register for a login.*

4. Select **Change PIN**.

Figure 5. Change PIN Code Screen


Change Your PIN Code
Your PIN gives you secure access to Supra keyboxes. Please memorize your PIN or keep it in a safe place.
Your PIN must be 4 numeric digits.
Change PIN Code
Current PIN:
New PIN:
Confirm New PIN:
Save
Cancel

5. Enter the current PIN code.
6. Enter the new PIN code and re-enter to confirm.
7. Select **Save**.
8. Verify cell or Wi-Fi coverage.
9. On the Android device, open the eKEY application.

Audio and Vibrate Settings

The eKEY software uses several audio tones along with messages on the screen to communicate the status of iBox operations and alerts the Android device when a new showing or message is recieved. If an error occurs, the Android device will vibrate in addition to sounding a buzz tone.

The audio and vibrate feedback in the eKEY software can be disabled. Disabling the audio or vibrate feedback in the eKEY software does not affect other Android applications.

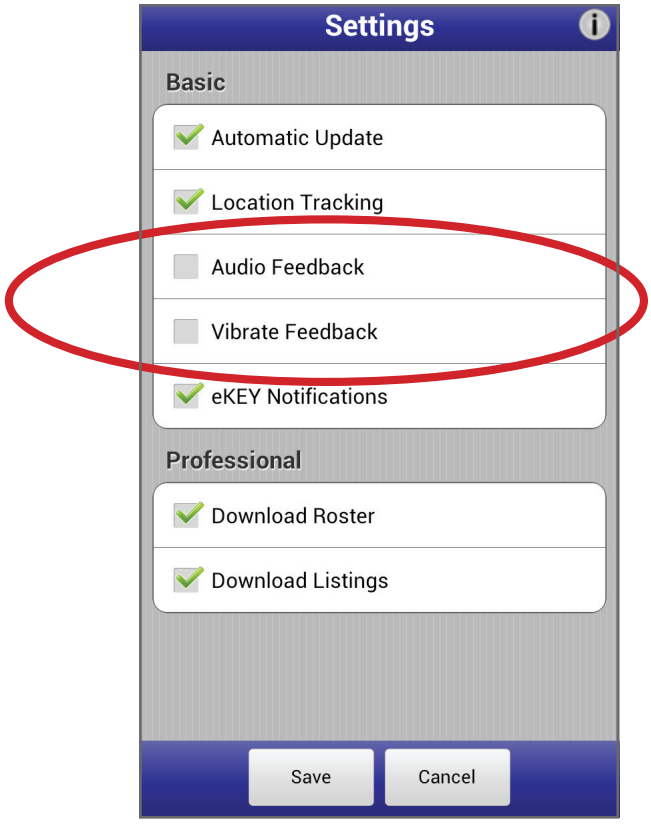
Disable the audio or vibrate in the eKEY software:

1. On the Android device, select the **eKEY** icon to open the eKEY application.
2. Select **Settings**.

Note: *For eKEY Professional, the Settings icon is on the second page of icons.*

3. Uncheck or check the **Audio Feedback** or **Vibrate Feedback** option to toggle on and off.
4. Select the **Save** button to save the changes.

Figure 6. Disable Audio or Vibrate Feedback Toggle



Chapter 2 Updating

This chapter explains how to update the eKEY software.

In this chapter:

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Update Overview

The eKEY software permission expires each night at midnight. The eKEY software will update once daily when the eKEY application is opened. The eKEY app connects to the Supra network using the Andriod device's cellular or Wi-Fi service.

In order for an update to occur:

- Android device is powered on
- cell or Wi-Fi coverage
- good standing with the Association or Organization
- good standing with Supra

To see if the eKEY software is expired, open the eKEY application. The Update icon shows a red X through the icon when it is expired.

Figure 7. Key Expired Icon for eKEY Basic and eKEY Professional Main Menu

The eKEY software will not update if the automatic update in the eKEY software is turned off, the Android device is turned off, or out of cell or Wi-Fi coverage. The next time the eKEY application is opened, it will verify cell coverage and attempt to update.

Manual Update

If the eKEY software is expired and the Android device has cell or Wi-Fi coverage, perform a wireless manual update.

1. Verify cell or Wi-Fi coverage.
2. Open the eKEY application.

If the eKEY software is expired and the Android device is out of cell or Wi-Fi coverage, manually update by obtaining and entering an update code.

Obtain an update code from SupraWEB:

1. Go to *www.supraekey.com* and select **SupraWEB Login for Real Estate Agents**.
2. Enter your user ID and password and select **Submit**.

Note: *For setup purposes only, the first login requires the key serial number, user ID, and association or MLS name.*

3. Select the ***Update Code*** link under Quick Links and the update code displays.

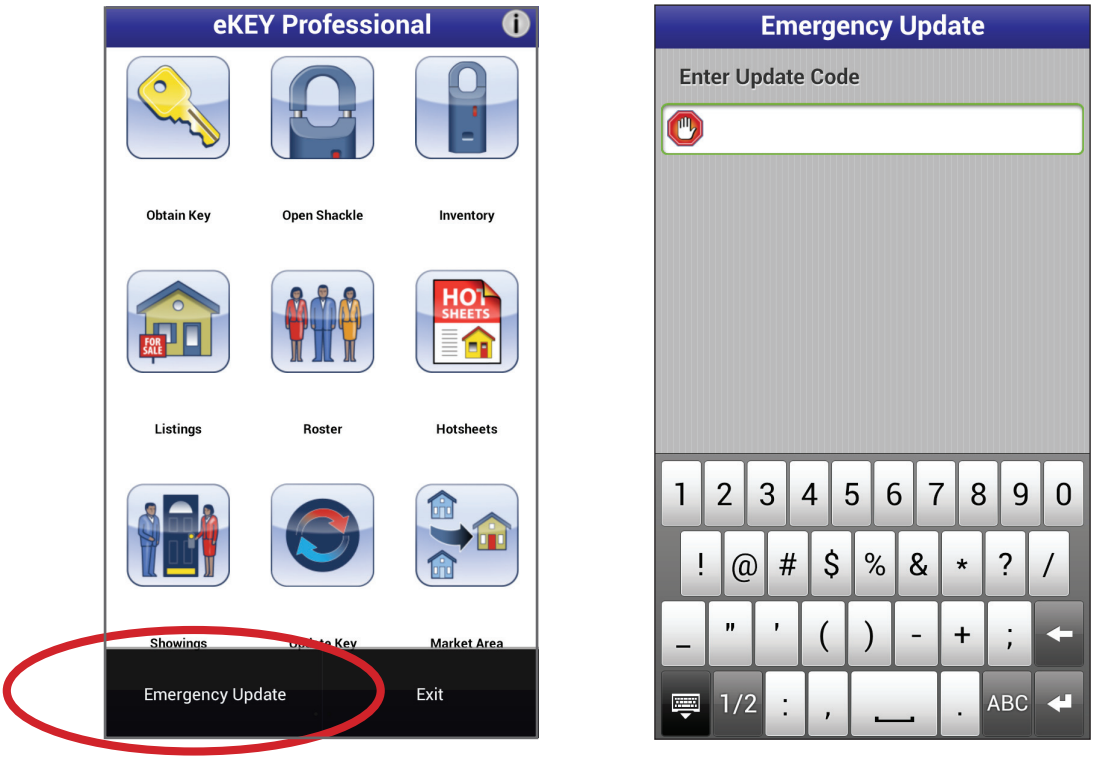
Obtain an update code from KIMvoice:

1. Call KIM at 1-888-968-4032.
2. Enter your eKEY serial number and PIN code into the Android device, followed by the # sign.
3. Press **1** on the phone for an update code.

Enter the update code into the eKEY software:

1. Open the eKEY application.
2. Select the Android **Menu** button.
3. Select **Emergency Update**.
4. Enter the update code.
5. Select **Update Key**.

Figure 8. Enter Update Code



The number of consecutive update codes is limited. Once the update code limit is reached, perform a wireless update before any additional update codes are requested.

Automatic Update

Uncheck the Automatic Key Update box to turn off the automatic update. If the automatic key update is disabled, update the eKEY software before going out to a listing.

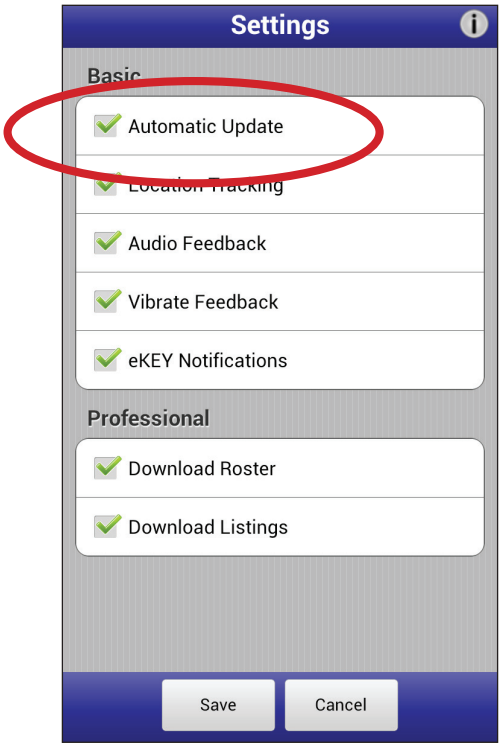
Disable the automatic key update:

1. Open the eKEY application.
2. Select **Settings**.

Note: *The eKEY Professional Settings icon is on the second page of icons.*

3. Uncheck **Automatic Key Update**.
4. Select the Android **Back** button to return to the eKEY main screen.

Figure 9. Disabling Automatic Updates



In addition to the automatic update the first time the eKEY software is opened each day, the eKEY software automatically updates and sends detailed information immediately after each key container opening and shackle release.

Chapter 3 Access iBox

This chapter explains how to access and manage iBox devices and gives information on Call Before Showing (CBS) and accessing cooperating iBox systems.

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Supra eKEY Fob 13
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Place Listing Keys in the iBox 16
Feedback 16
Showing Hours 17
Call Before Showing (CBS) 17
Cooperating 18
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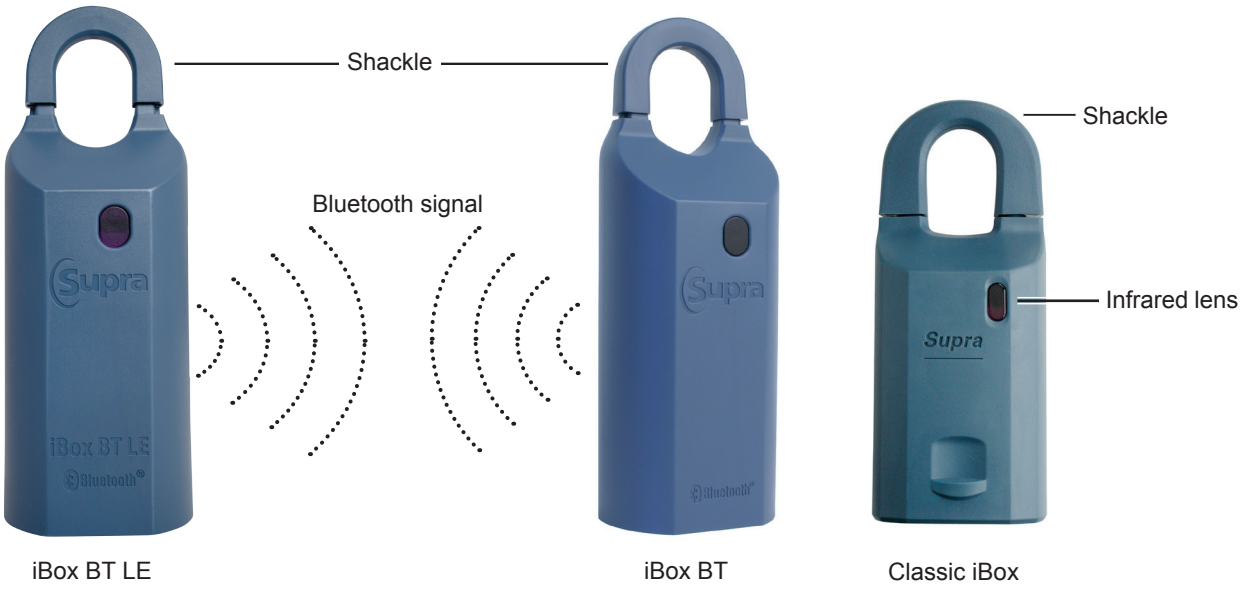
View iBox Inventory and Detail Information 20
Add an iBox to Inventory 20
Delete an iBox from Inventory 21
Read Activity 22
View Showing Activity 23
Delete Showing Activity 23
Change iBox Settings 24

iBox

The eKEY application software allows access to the classic iBox, iBox BT, and iBox BT LE to:

- release the key container
- release the shackle
- change the iBox settings
- read the showing history stored in an iBox

Figure 10. Supra iBox Devices



The iBox BT LE and iBox BT communicate with Android devices using Bluetooth technology. Press up on the bottom of the iBox BT LE to turn on Bluetooth and begin an operation.

The classic iBox communicates using infrared technology. The Supra eKEY Fob is required to access the iBox with Android devices. The fob translates the Bluetooth signal from the Android device into an infrared signal that can be understood by the iBox. The distance between the fob and the infrared lens on the iBox should be less than a foot. Direct sunlight can interfere with the infrared communication and shading the area between the fob and the iBox may be required.

Supra eKEY Fob

The eKEY application uses the eKEY Fob as a Bluetooth-to-infrared translator to communicate with iBox devices. Some older Android devices may require pairing with the fob. The first time the fob is used, a numeric passkey may be required depending on the Android model. The numeric passkey is 0000 (four zeros).

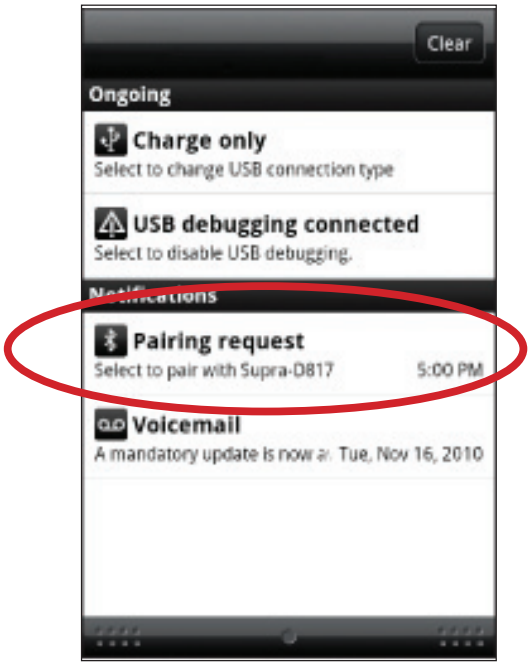
Tip: *On some Android device models, tap on the Bluetooth icon and drag the pairing alert down to accept the pairing and enter the passcode.*

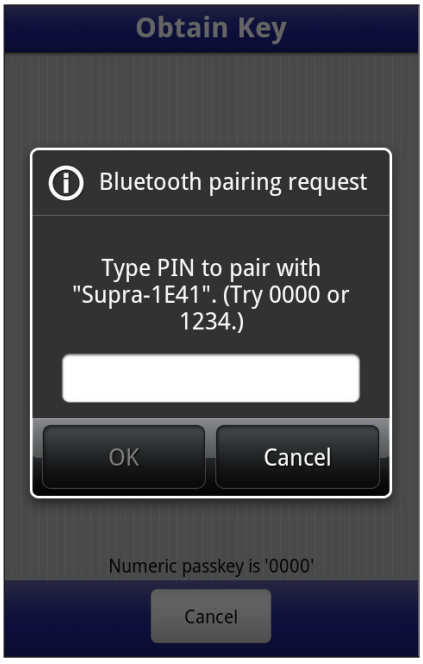
Figure 11. Supra eKEY Fob

Pair the fob with Android devices:

1. On the Android device, select **Settings**.
2. Select **Bluetooth**.
3. Set Bluetooth to On.
4. Search for devices.
5. Power on the eKEY Fob by pressing and holding the power button until the green light flashes.
6. When the *Supra-xxxx* (example: SUPRA-K8BS) is visible, tap to connect.

Figure 12. Pair Bluetooth for eKEY Fob





Use the fob:

Tip: *The distance should be less than a foot between the fob and the iBox to communicate. Direct sunlight can interfere with infrared communication. If required, shade the area between the fob and iBox when they are communicating.*

1. Start an eKEY operation (Obtain Key or Open Shackle).
2. When the eKEY software prompts, press the power button until the green light flashes to power on the eKEY Fob.
3. Point the fob at the infrared lens on the iBox.

Release the Key Container

Release the key container on an iBox device:

1. Select the **eKEY** icon to open the eKEY application.
2. Select the **Obtain Key** icon.
3. Enter your PIN code.
4. If the iBox requires an additional Call Before Showing (CBS) code, check the CBS Required box and enter the CBS code for the iBox (see Call Before Showing (CBS)).
5. Select **Begin**.
6. For an iBox BT or iBox BT LE using Bluetooth, press up on the bottom of the iBox device to turn on Bluetooth.

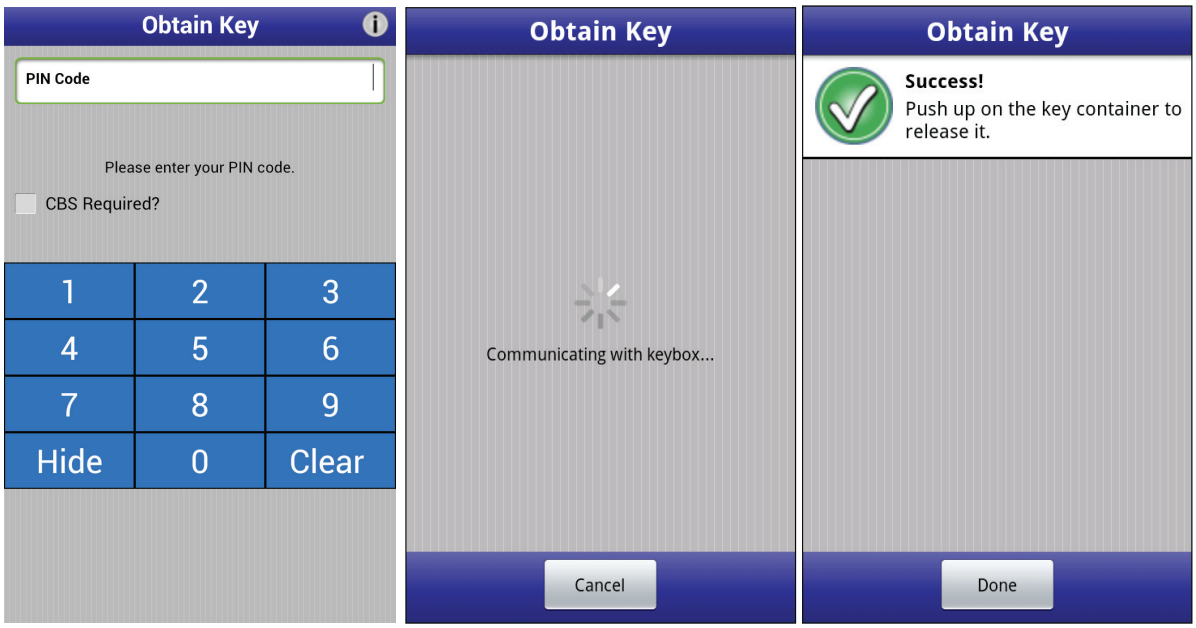
   For a classic iBox, press the eKEY Fob power button until the green light flashes and point the fob at the iBox.

Note: *There are five (5) minutes after pressing* **Begin** *to aim the fob at the iBox or to push up on the bottom of the iBox BT or iBox BT LE. This gives an opportunity to enter the PIN in the car and then walk up to the door.*

7. Upon success, press up on the bottom of the iBox to release the key container. The key container will relock after 30 seconds.
8. If a business card, agent notes, or a listing flyer is programmed into the iBox, the information displays on the phone or tablet. Drag down to see any additional information.

The Android device connects to the network and sends the showing information immediately after the Obtain Key function is complete.

Figure 13. Obtain Key



Place Listing Keys in the iBox

The classic iBox key container holds up to three (3) listing keys. The iBox BT and iBox BT LE key containers hold up to five (5) listing keys or two (2) gate cards and two (2) keys. Before closing the key container, verify that all items are well inside and the front is not bowing or bulging out. Listing agents should always make sure there is a spare set of listing keys before closing the key container.

Caution: Do not place ID tags, key rings, or loose objects in the key container. They can jam the container.

To close the key container, turn the key container to face you, see the figure below. Insert the key container into the bottom of the iBox and push up until it closes.

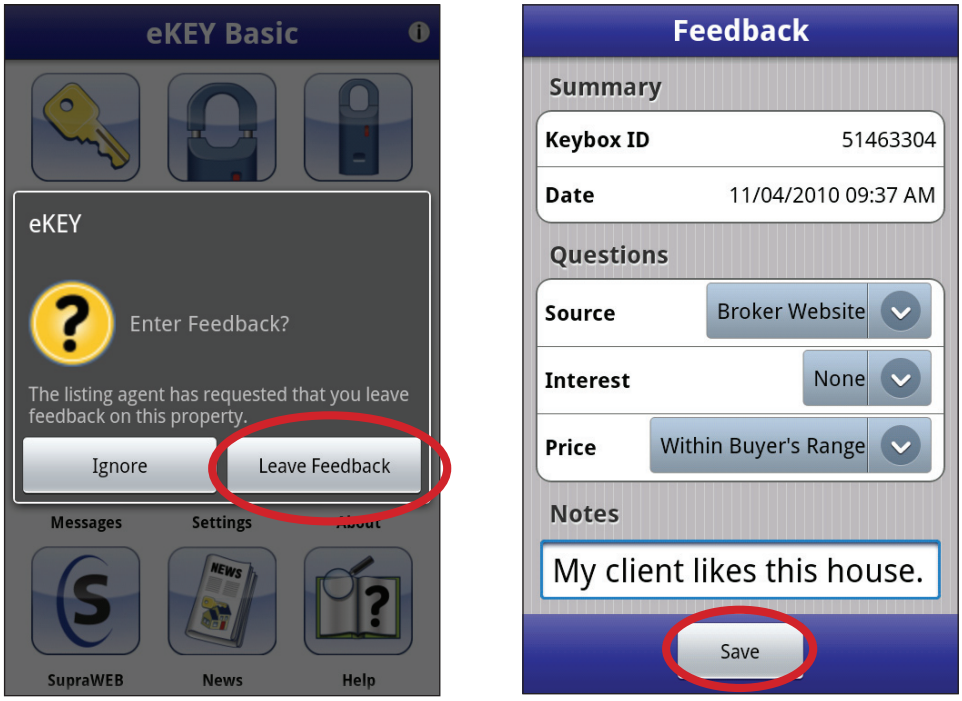
Figure 14. Key Container

Feedback

If the iBox is set to ask for feedback after a listing is shown, a feedback alert screen is displayed after the key container is opened. This gives an opportunity to provide feedback about the showing to the listing agent. If **Ignore** is selected, no feedback is sent to the listing agent.

Select **Leave Feedback** to enter feedback information to send to the listing agent. For example, select where you heard about the listing, the level of interest in the property, whether the listing price is within the buyer's range, and enter any notes about the showing.

Figure 15. Leave Feedback



The feedback is delivered to the Supra network the next time the eKEY software updates. The listing agent can view the feedback at SupraWEB.

Only the listing agent can activate or deactivate the feedback setting in an iBox (see Change iBox Settings).

Showing Hours

iBox devices can be set to allow 24-hour access or timed access for specific hours. To determine the timed access hours preset for iBox devices in the area, contact the Association or MLS.

Showing hours are in standard time. If the area observes daylight saving time, the actual access hours are one hour later than the hours set in the iBox during daylight saving time. For example, if an iBox is set for access from 8 a.m. to 9 p.m. Standard Time, during daylight saving time, the actual showing hours are 9 a.m. to 10 p.m.

Set the iBox to allow 24-hour access or to limit access to during the timed access hours. Customize the showing hours and set different access hours for weekdays, Saturday, and Sunday. Follow the instructions on *Change iBox Settings* to change the iBox showing hours.

Call Before Showing (CBS)

Call Before Showing (CBS) allows the listing agent to control access by requiring the buyer's agent to call the listing agent to obtain a CBS code.

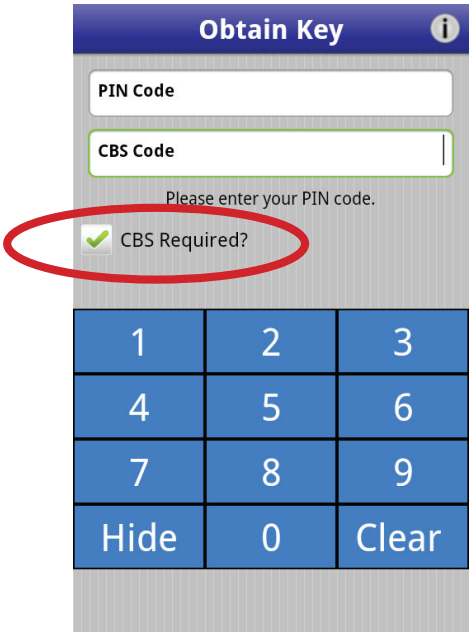
Every iBox contains a CBS code that can be enabled (see Change iBox Settings). This code must be entered into the buyer's agent's key to open the iBox. Contact the listing agent to determine if a CBS code is required to open an iBox.

If the iBox requires a CBS code, the code must be entered into the eKEY software before releasing the key container and it must be entered each time the key container is released (see Release the Key Container).

Open an iBox that requires a CBS code:

1. Follow the steps to *"Release the Key Container"*.
2. If CBS is required, an error tone sounds and the "CBS Required" screen displays. Enter the CBS code and select **Continue**.

Figure 16. CBS Required



Cooperating

There may be an option to access an iBox in a neighboring Association/MLS. Check with your Association/MLS to determine if there is a cooperating agreement in place.

Show listings in a cooperating area:

- The eKEY software must be programmed to allow access to iBox devices in cooperating areas.
- The cooperating Association/MLS must give permission to update the eKEY for their area.

Your Association/MLS can give permission to access cooperating areas into your eKEY software. Once the programming is added to your eKEY software, contact the cooperating Association/MLS to receive permission to update your eKEY software for their system.

After both steps are completed and when the eKEY software does an automatic update, it will update the primary system and the cooperating system. If a manual update is performed to the eKEY software by entering an update code, first update the primary Association/MLS and then update the cooperating areas.

Release the Shackle

Each iBox has a four-digit shackle code that is used to release the shackle for placing it at a listing or removing it from a listing.

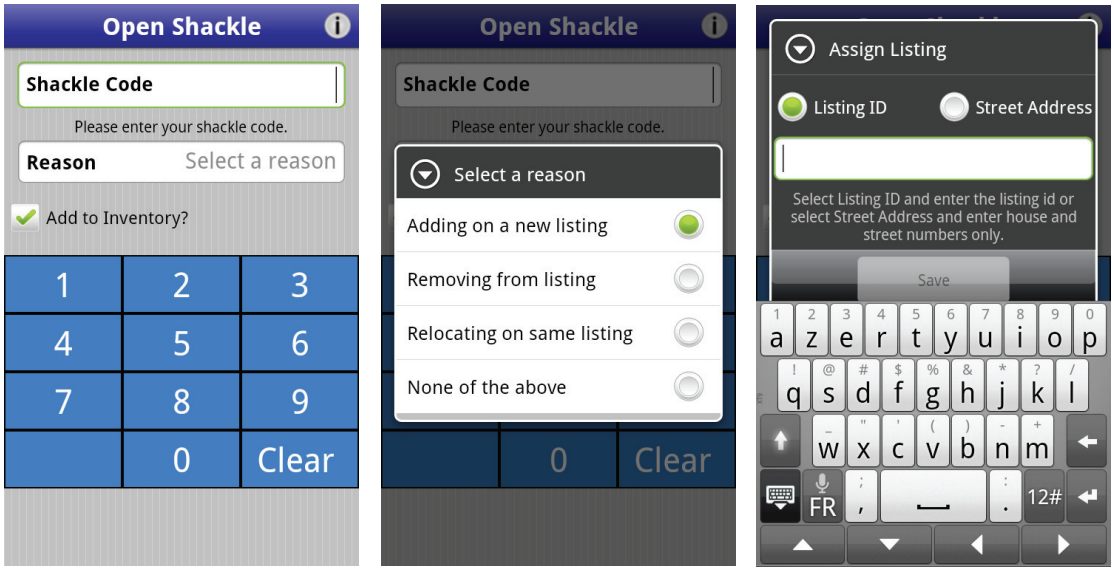
Release the shackle on an iBox:

***Note**: For an iBox BT and iBox BT LE, press down on the shackle with one hand while supporting the bottom of the iBox device with the other hand. Then pull up on the shackle to remove it completely from the iBox device. For a classic iBox, the shackle pops open. To remove the shackle completely, perform steps 1-6 while providing upward pressure on the shackle.*

1. Select the **eKEY** icon to open the eKEY application.
2. Select **Open Shackle**.
3. Enter the shackle code.
4. Uncheck the Add to Inventory box, if desired.
5. Select a Reason and press **Begin**.

***Note:** If "Adding a New Listing" is selected, the "Assign Listing" box appears.*

Figure 17. Open Shackle



6. For an iBox BT or iBox BT LE, press up on the bottom of the device to turn on Bluetooth.

   For a classic iBox, press the eKEY Fob power button until the green light flashes and point it at the iBox.

7. For an iBox BT and iBox BT LE, press down on the shackle with one hand while supporting the bottom of the iBox device with the other hand. Then pull up on the shackle to remove it completely from the iBox device.

   For a classic iBox, the shackle pops open. To remove the shackle completely, repeat steps the above steps 1-6 while providing upward pressure on the shackle.

8. Upon success, the shackle releases and the battery level in the iBox is shown on the eKEY app.

After the first time the shackle is released a request to assign a Listing ID to the keybox is displayed. If **Assign** is selected, enter the listing ID for the iBox.

When the shackle is released, the iBox device is automatically added to the inventory unless the *Add to Inventory* box is unchecked. The *Keybox Details* screen displays and the settings can be edited in the iBox. Immediately after releasing the shackle the eKEY software connects to the network and sends the current inventory information about the iBox (see *"iBox Inventory"* below).

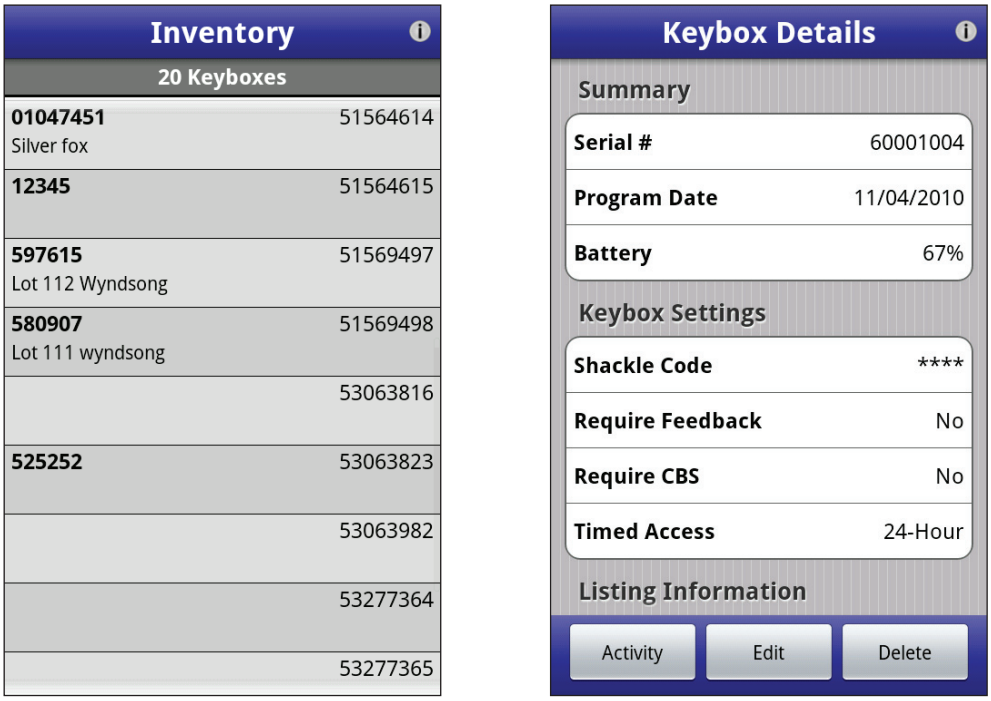
iBox Inventory

To view the iBox inventory, select the **Inventory** icon on the main eKEY screen.

View iBox Inventory and Detail Information

1. Open the eKEY application.
2. Select **Inventory** and a list of the iBox devices are displayed. If the iBox is assigned to a listing, the listing ID number is shown in bold above the address.
3. Select an iBox from the list to view detailed information.

Figure 18. View iBox Inventory



Add an iBox to Inventory

To receive real-time showing notifications on the Android device, add the iBox to the inventory and edit the settings in the iBox. The iBox device must be present to add it to the inventory.

Release the shackle on an iBox and the iBox is automatically added to the inventory unless the *Add to inventory* box is unchecked.

Add an iBox to inventory:

1. Open the eKEY application.
2. Select **Add Keybox**.
3. Enter the shackle code and select **Begin**.
4. For an iBox BT or iBox BT LE, press up on the bottom of the device to turn on Bluetooth.

   For a classic iBox, press the eKEY Fob power button until the green light flashes and point it at the iBox.

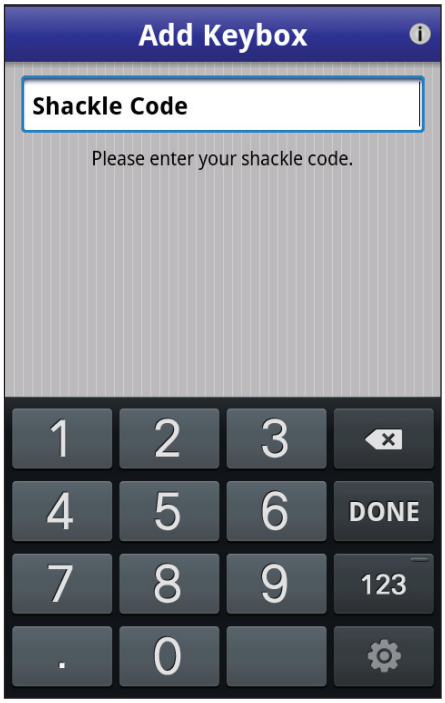
Upon success, the iBox is added to the inventory on the eKEY software. The iBox is added to inventory at SupraWEB during the next eKEY update.

Immediately update the iBox inventory at SupraWEB:

1. Select the **Back** button to go to the *Keybox Details* screen.
2. Select the **Back** button on the Android device to return to the eKEY main screen.
3. Select the **Update** icon to update the iBox inventory at SupraWEB.

Once eKEY has completed the update, the new iBox is added to the inventory on SupraWEB.

Figure 19. Add Keybox



Delete an iBox from Inventory

1. Open the eKEY application.
2. Select **Inventory**.
3. Select the iBox from the list.
4. Select **Delete**.
5. Select **Yes** to confirm.

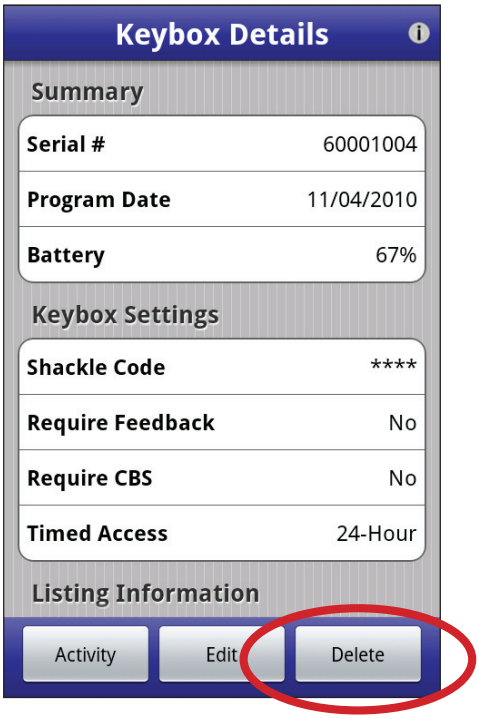
After confirming, the iBox is then deleted from inventory on the eKEY software. The iBox is deleted from inventory at SupraWEB during the next eKEY update.

Immediately delete the iBox at SupraWEB:

1. Press the back arrow to return to the main eKEY screen.
2. Press the **Menu** button.
3. Select **Update Key** from the list to update the iBox inventory at SupraWEB.

After the key has completed the update, the iBox is deleted from inventory at SupraWEB.

Figure 20. Delete iBox From Inventory



Read Activity

The iBox stores a showing record each time the key container is released. The iBox records the date and time the property was shown and the buyer's agent's name, key serial number, and phone number. View the showings that are stored in an iBox and display them on the Android device by reading the iBox activity.

Read an iBox:

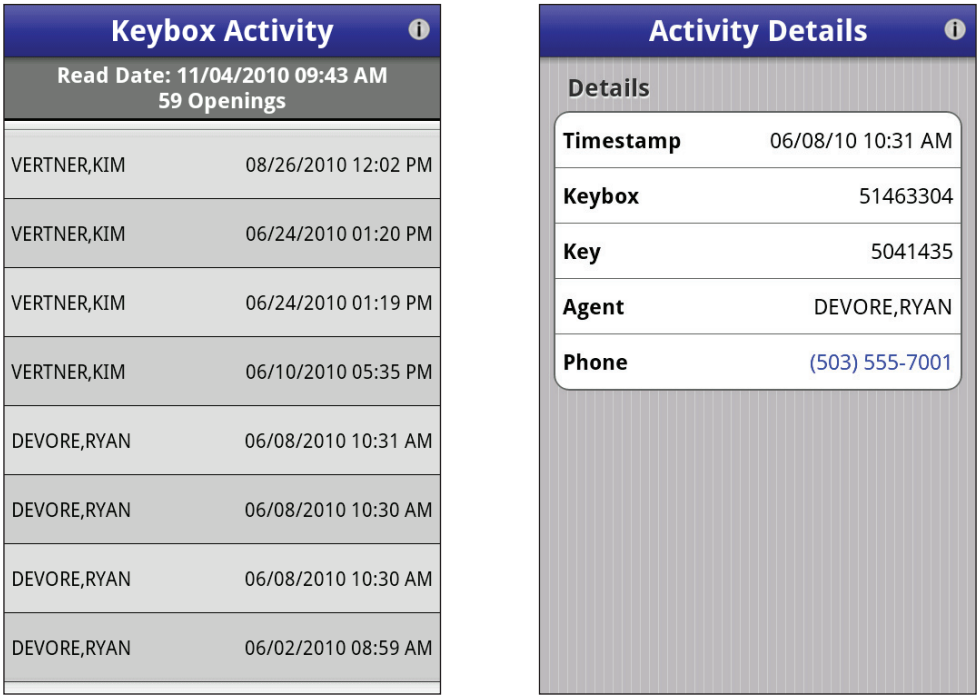
1. Open the eKEY application.
2. Select **Read Activity**.
3. Enter the iBox shackle code and select **Begin**.
4. For an iBox BT or iBox BT LE, press up on the bottom of the device to turn on Bluetooth.

   For a classic iBox, press the eKEY Fob power button until the green light flashes and point the fob at the iBox.

Note: *The iBox reads and delivers the showings to the Android device then number of showings in the iBox are displayed.*

5. Select **Done** to view the showings.
6. Select a listed showing to view the detailed information.
7. Select the phone number to call the buyer's agent, optional.

Figure 21. Keybox Activity



View Showing Activity

After an iBox is read, the showing activity is stored in the iBox and can be viewed at any time.

View showing activity:

1. Open the eKEY application.
2. Select **Inventory**.
3. Select the iBox from the list.
4. Select **Activity**.
5. Select a showing to view detailed information about the showing.

Delete Showing Activity

Delete an iBox showing activity stored in the Android device:

1. Open the eKEY application.
2. Select **Inventory**.
3. Select the iBox from the list.
4. Select **Activity**.
    - To delete all of the showing activity for the iBox, select the **Menu** button on the Android device and select **Delete All**.
    - To delete a particular showing, select the showing, then select the **Menu** button on the Android device and select **Delete**.

Change iBox Settings

To change the settings of an iBox that is in inventory, the iBox is required to be present to save the new settings to it (see Table 1. Keybox Settings and Description). The old shackle code is required to change the shackle code.

1. Open the eKEY application.
2. Select **Inventory** and an iBox inventory list displays.
3. Select an iBox from the list to view the settings. If the iBox is not in the inventory (see *Add an iBox to Inventory*).
4. Select the **Edit** button.
5. Select the field to change, update the information and select **Save**.
6. Select **Program**.
7. Enter the old shackle code for the iBox and select **Begin**.
8. For an iBox BT or iBox BT LE, press up on the bottom of the device to turn on Bluetooth.

    For a classic iBox, press the eKEY Fob power button until the green light flashes and point it at the iBox.

Once the programming has completed, the screen will show the updated values.

Figure 22. Change iBox Settings

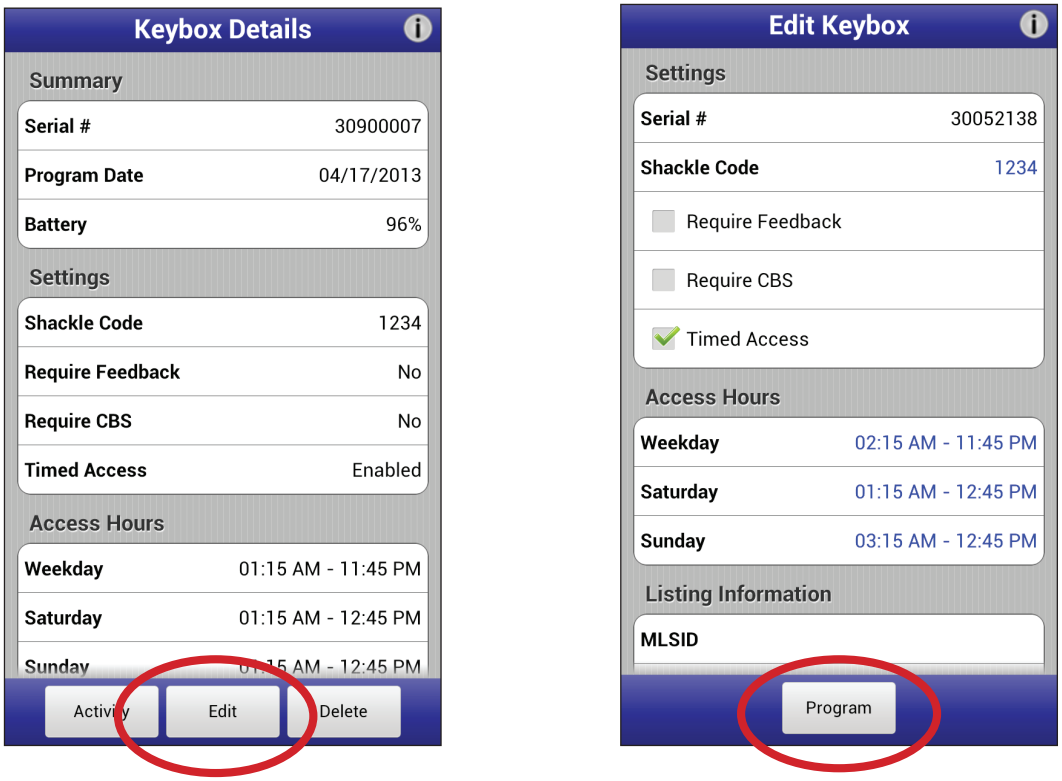


Table 1. Keybox Settings and Description

Setting	Description
Shackle code	Code used to release the shackle on the iBox
Require Feedback	Prompt for feedback after a showing
Require CBS	Turn on to require a CBS code be entered to open the iBox
Timed Access	Toggle between 24-Hour and Timed Access hours
Access Hours	If Timed Access is on, can adjust hours for weekdays, Saturdays, and Sundays
Listing Information	Information about the listing; update the listing ID, listing date, address, MLS name, client, and occupant
Business card	Listing agent's business card information; displayed to eKEY users when they open the iBox
Agent Note	Notes to the buyer's agent; displayed to ActiveKEY and eKEY users when they open the iBox
Listing Flyer	Features or information about the listing; displayed to eKEY users when they open the iBox

Chapter 4 MLS Listings and Roster

This chapter explains how to set up the market area, search and view listings, create saved searches, and search and view the agent roster.

In this chapter:

eKEY Professional 27
Settings for eKEY Professional 27
Listings 28
Market Area 28
Update Listings 30
View Listings 30
Delete Listings 36
Roster 37
View Roster 37
Delete Roster 38

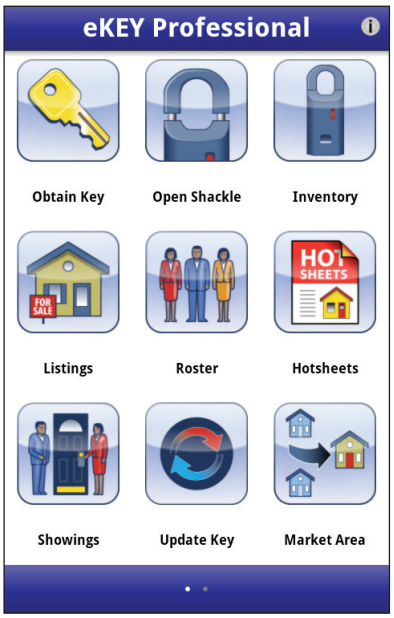
eKEY Professional

With the eKEY Professional software view MLS listing and roster information on the Android device. There are five (5) additional icons on the eKEY home screen for eKEY Professional:

- **Market Area** – Define the listings to download and view on the Android device
- **Listings** – Search and view listings
- **Roster** – Search and view the agent roster
- **Hotsheets** — View Hotsheets listings
- **Showings** – View showing activity for your listings (see *Chapter 5 Showing Activity*)

Important! *A subscription to eKEY Professional service is required to view MLS data in the eKEY software. Contact the Association/MLS to change the subscription.*

Figure 23. eKEY Professional Home Screen



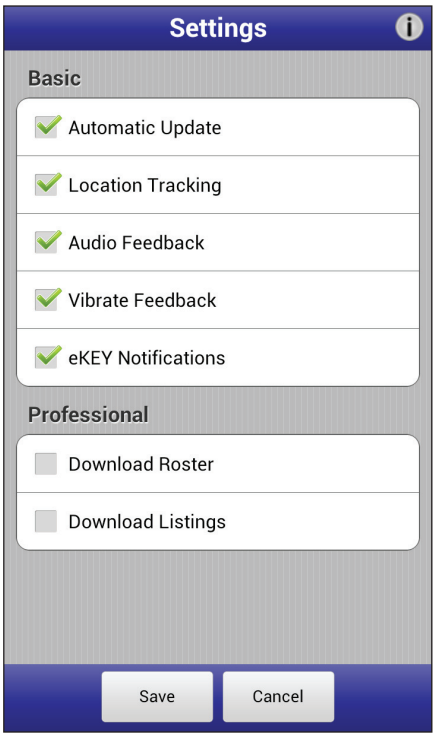
Settings for eKEY Professional

There are some settings available only for eKEY Professional subscribers.

View or change the eKEY Professional settings:

1. On the Android, open the eKEY application.
2. Select **Settings** located on the second page of icons in eKEY Professional.

Figure 24. eKEY Professional Settings



3. Uncheck **Download Roster** to stop the agent roster from downloading to the Android device.
4. Uncheck **Download Listings** to stop listings from downloading to the Android device.
5. Select the **Save** button to save your changes.

Listings

With eKEY Professional service, view MLS listings on the Android. The listing information is downloaded to the Android the next time the eKEY application is opened, once per day.

Market Area

The market area determines which listings are downloaded and viewable on the Android. Define the market area first, then view listings on the device. Change the market area as often as needed.

Important! *Active cellular or Wi-Fi coverage is required to define the market area and download listings. Once the listings are downloaded, cell or Wi-Fi coverage coverage is not required to view them.*

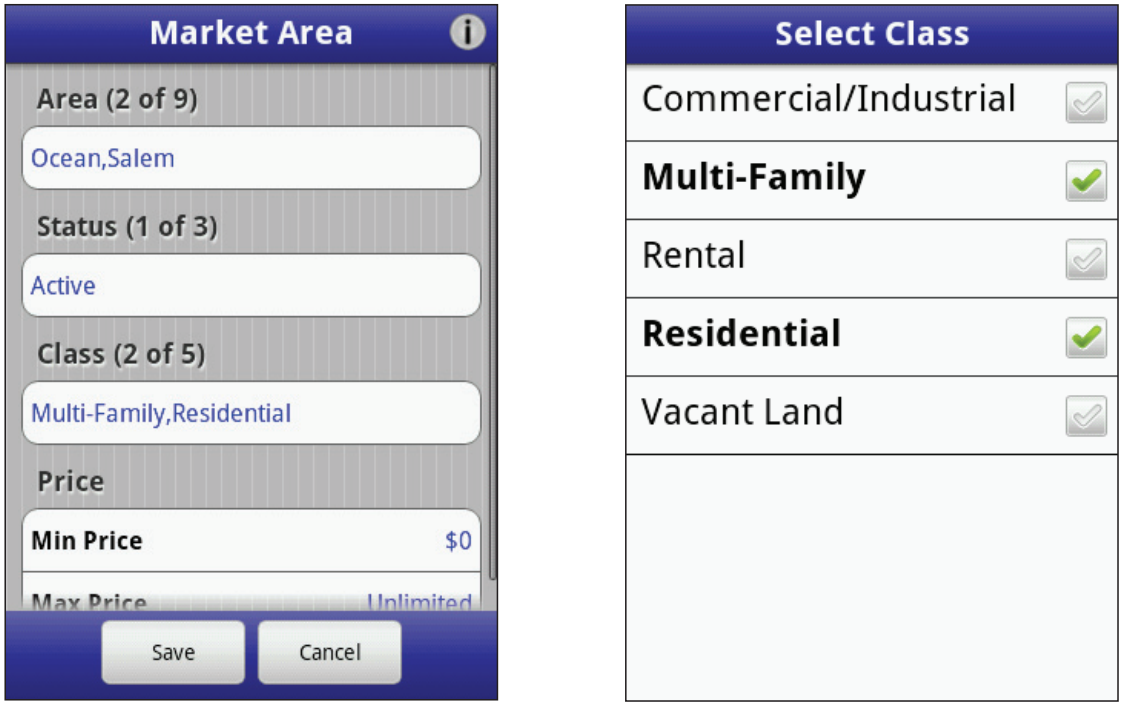
Tip: *Select only commonly used listings for the market area to speed up listing searches and updates.*

If the market area is not set up after the **Listings** icon is selected, a prompt to configure the market area will display.

Set up the market area:

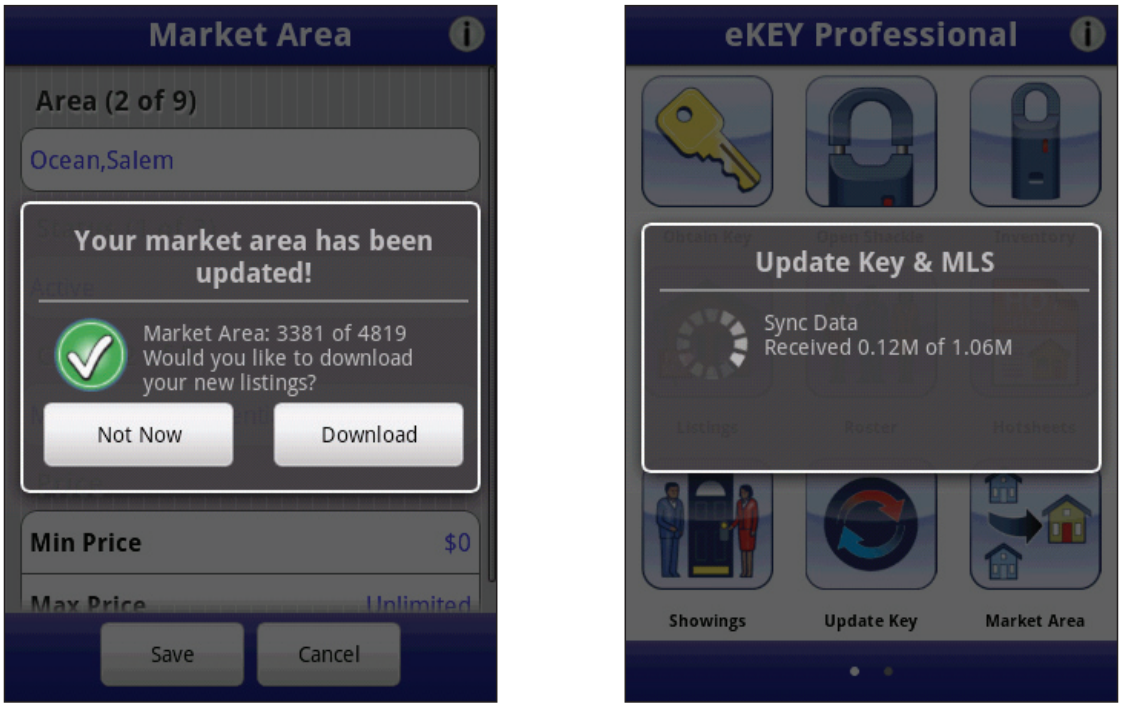
1. Open the eKEY application.
2. Select the **Market Area** icon.
3. Select Area, Class, Status, and a Price range to choose the market area. At least one Area, Class, and Status selection is required.

Figure 25. Configure Market Area



4. Select **Save**.
5. Enter your 4-digit PIN code to save the market area and select **Begin**.
6. Select **Download** to download the listings in the market area to the Android.

Figure 26. Downloading Listings



Update Listings

Once market area is set up, the listings and roster are updated once daily the first time the eKEY application is opened, each day (see *Chapter 2 Updating*).

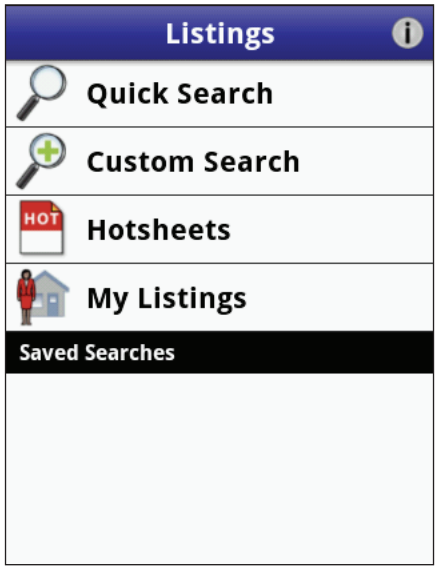
Important! *The listings are pulled from the MLS to the Supra network daily. Updating the eKEY software more than once a day will not update the listings.*

View Listings

There are several ways to view the MLS listings in the eKEY software.

- **Quick Search** – Search for listings by address, zip code, or MLS ID number
- **Custom Search** – Search for listings that match specific criteria
- **Hotsheets** — View Hotsheets listings
- **My Listings** – View personal listings
- **Saved Searches** – Create and save custom searches

Figure 27. Listings Options



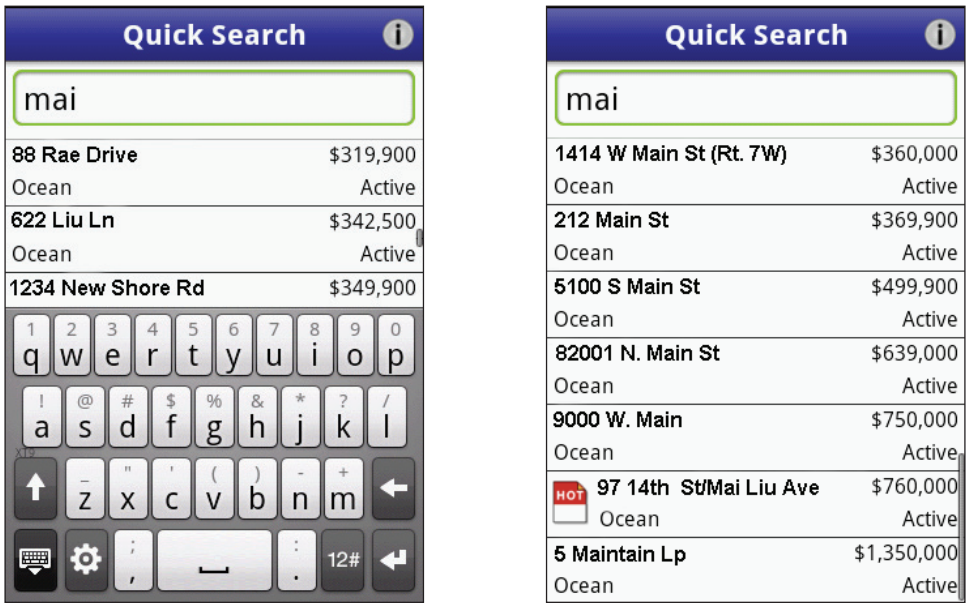
Quick Search

Quickly search for listings by entering part or all of a street address or MLS ID, or by zip code.

Quick search of the listings in the market area:

1. Open the eKEY application.
2. Select the **Listings** icon.
3. Select **Quick Search**.
4. Enter part or all of street address, zip code, or MLS ID number and the listings that match are displayed in ascending price order.
5. Select a listing to view detailed information.

Figure 28. Quick Search



Hotsheets

Hotsheets displays new listings or listings that have had a change to their price or status in the last three (3) days.

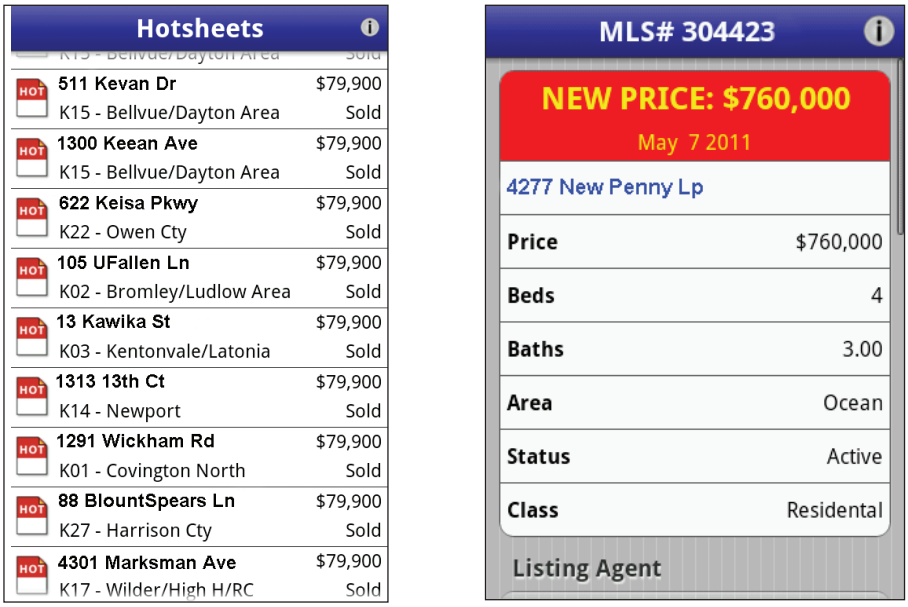
Display listings in the market area that are on the Hotsheets:

1. Open the eKEY application.
2. Select the **Hotsheets** icon and the Hotsheets listings within the market area are displayed.

Note: *Another option is to select the Listings icon and then select Hotsheets.*

3. Select a listing to view detailed information.

Figure 29. Hotsheets List and Hotsheets with a New Price



My Listings

My Listings displays all of the listings within the market area that was selected.

Display personal listings:

1. Open the eKEY application.
2. Select the **Listings** icon.
3. Select **My Listings** and all of the personal listings within the market area that was selected are displayed.
4. Select a listing to view detailed information.

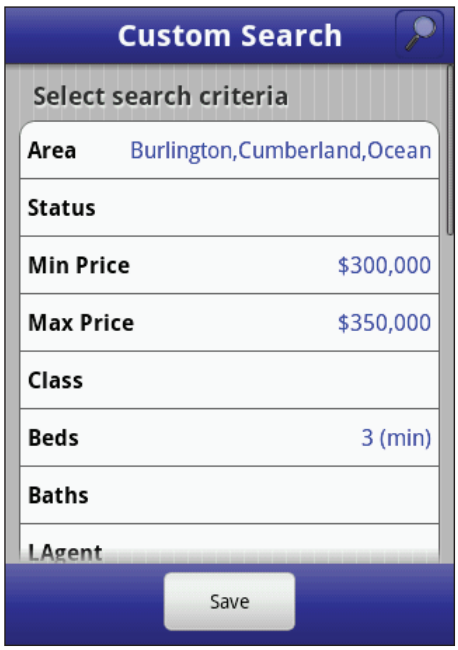
Custom Search

Search for specific listings in the selected market area. For specific search results, select additional search criteria and save the custom search.

Perform a custom search:

1. Open the eKEY application.
2. Select the **Listings** icon.
3. Select **Custom Search**.
4. Select the criteria for the search: choose specific criteria from a list for some fields, select a range, or input specific text.

Figure 30. Custom Search



5. Select the search button in the upper right corner of the screen and all of the listings within the selected search criteria and market area are displayed.
6. Select a listing to view detailed information.

Tip: *If more than 500 searched records are returned, only the top 500 listings are displayed. Narrow the search criteria to limit the listings returned.*

Listing Details

Listings that match the search criteria are displayed in a list view. The listings are sorted by price in ascending order. Hotsheets listings are noted with a hotsheets icon.

Figure 31. Listing Search Results

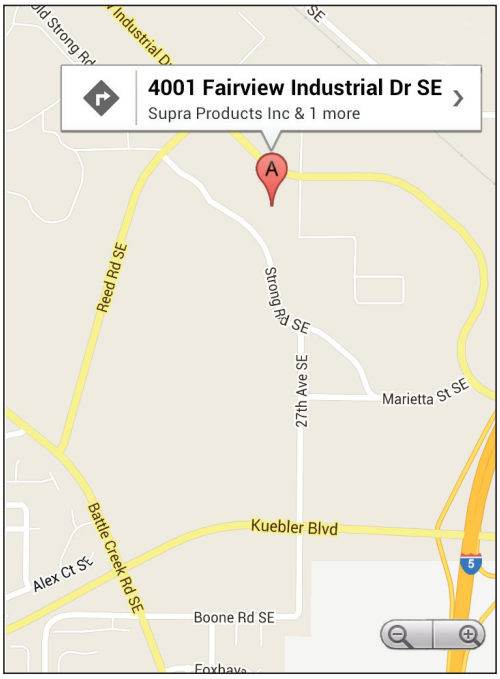
To view details about a particular listing, select the listing. Scroll down to view additional information.

Figure 32. Listing Detail View

From the detail view:

- Select an agent name to view detailed information about the agent
- Select an address to view a map to the listing in Google Maps™
- Call the listing agent by selecting the agent's phone number
- Email the listing agent by selecting the agent's email address

Figure 33. Map View



Saved Searches

Saved searches are custom searches that are saved. Tapping a saved search runs the search and returns the results.

Create a saved search:

1. Open the eKEY application.
2. Select the **Listings** icon.
3. Select **Custom Search**.
4. Select the criteria for your search.

Tip: *To clear any search criteria entered, select **Clear All** at the bottom of the screen.*

5. Select **Save**.
6. Enter a name for the search.
7. Enter any notes about the search.
8. Select **OK**.

Run a saved search:

1. Open the eKEY application.
2. Select the **Listings** icon and the list of saved searches created is displayed.

Figure 34. List of Saved Profiles

3. Select the saved search and the listings in the market area that match the criteria selected for the saved search are displayed.

Edit or delete a saved search:

1. Open the eKEY application.
2. Select the **Listings** icon and the list of saved searches created is displayed.
3. Select the arrow to the right of the saved search name.
4. Make any changes to the custom search and select **Save** or select **Delete** to delete the saved search.

Delete Listings

Delete listings off of the Android:

1. On the Android, open the eKEY application.
2. Select **Settings** located on the second page of icons.
3. Select the **Menu** button.
4. Select **Delete Listings**.
5. Select **Yes** to confirm to delete the listings.

Roster

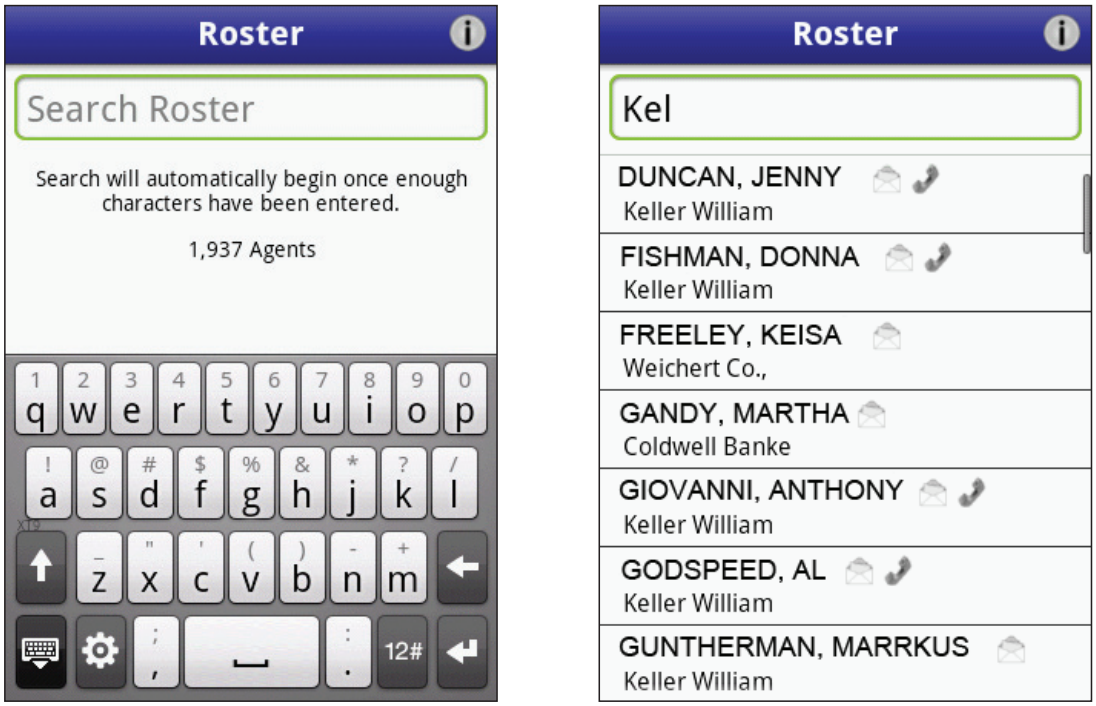
The eKEY software provides a roster of the members in the Association/Board/MLS. The roster data is updated during the first eKEY software update of any given day.

View Roster

1. On the Android, open the eKEY application.
2. Select the **Roster** icon.
3. To search for an agent, enter part or the agent's entire name.

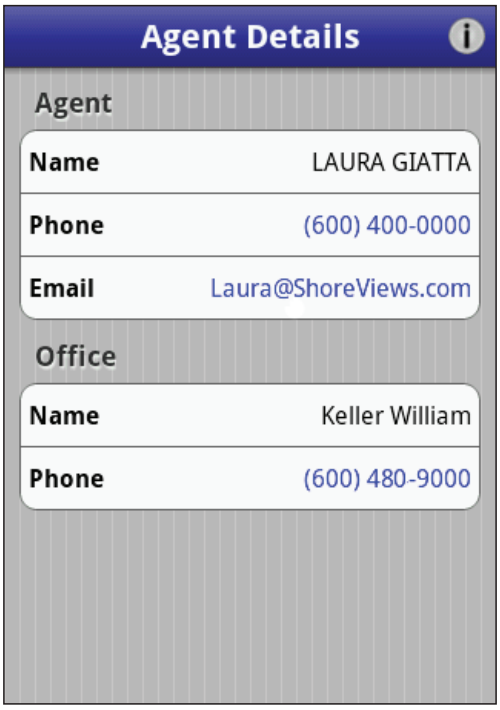
The eKEY software automatically filters and displays the search results as the search criteria is entered. The eKEY software will display the first name, last name, or office name of any agent that meets the entered search criteria.

Figure 35. Roster Search and View



4. Roster entries with an email or phone icon next to their name indicate email or phone information is available.
    - To view the detailed contact information, select the agent.
    - To contact the agent, select the phone number or email address shown.

Figure 36. Agent Details



Delete Roster

Delete the Roster off of the Android:

1. On the Android, open the eKEY application.
2. Select **Settings,** located on the second page of icons.
3. Select the **Menu** button on your device.
4. Select **Delete Roster**.
5. Select **Yes** to confirm to delete the roster.

Chapter 5 Showing Activity

This chapter explains showing notifications and describes how to view showing activity using the eKEY software.

In this chapter:

Showing Activity 40
Voice Report 40
Showing Notifications and Messages 40
Showings Activity on Android Devices 42
Disable eKEY Showing Notifications 43
Update Listing ID 43

Showing Activity

The eKEY software records activity each time a key container is opened and sends the information to the Supra network.

As a listing agent, there are several ways to see who has shown your listings. As a buyer's agent, you can also get a report of how many properties you've accessed.

Ways to view show activity:

- Read an iBox to view its showing activity on the Android (see Read Activity)
- Go to the SupraWEB to see the showing activity on your listings or get a report of all the showings you've done (see the *SupraWEB Guide* available at *www.supraekey.com* under *Customer Support* and pick SupraWEB Resources)
- With eKEY Professional service, view the showing activity on an Android phone or tablet
- Request a report from the KIM voice system (see below)

Voice Report

Request a showing activity report using KIM voice access. The iBox serial number and shackle code are required to request the report. Choose to request a voice or e-mail report. An email report is delivered to the email address on record with the Association, Board, or MLS.

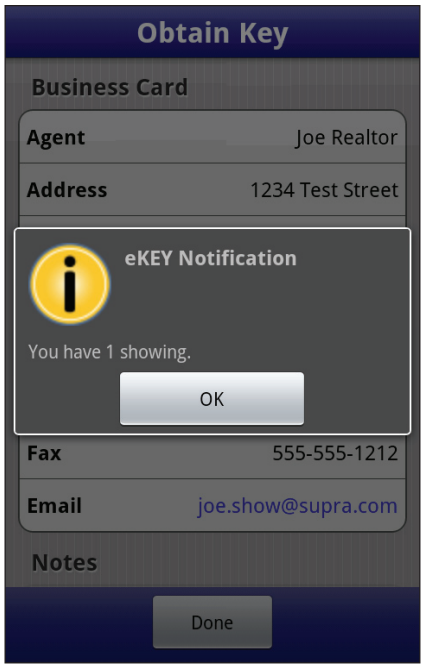
Request an activity report from KIM voice:

1. Call KIM voice at 888-968-4032.
2. On the Android keypad, enter the eKEY software serial number and PIN code, then press **#**.
3. Select option **5** from the voice menu.
4. Press **1** for a voice report or **2** for an email report.
5. Follow the instructions to receive the report.

Showing Notifications and Messages

Showing notifications automatically display in the eKEY software whenever an iBox in inventory is shown. Messages sent from Supra, your Board/Association/MLS, or your office broker also are automatically displayed.

Figure 37. eKEY Notification



Messages and showing notifications can also be viewed later.

View messages:

1. Open the eKEY application.
2. Select **Messages**.

The number of showings displayed is an accumulation of showings at your listings in the last 14 days.

Figure 38. Messages

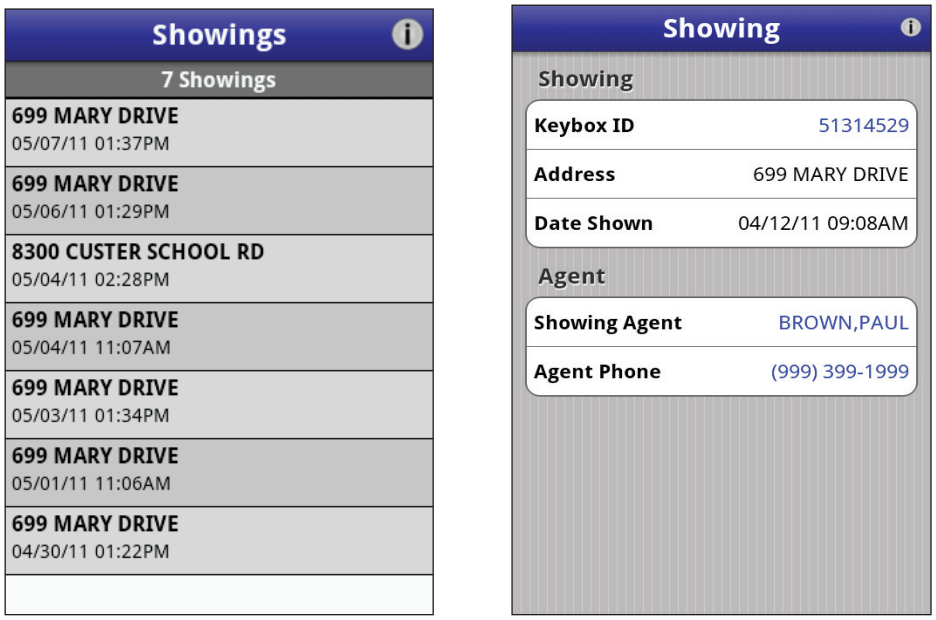
Showings Activity on Android Devices

With the eKEY Professional service, showing data is delivered to the eKEY software on the phone or tablet.

View showing activity on the Android:

1. Open the eKEY application.
2. Select the **Showings** icon and the showing activity for the previous seven (7) days is displayed.
3. Select a showing to view detailed information about the showing.

Figure 39. Showing Information



From the Showing Details screen:

- Select the agent name to display the agent's information from the roster
- Select the agent's phone number to call the listing agent, or
- Select the iBox to view it in the keybox inventory

Change the number of days activity shown in the eKEY software:

1. On the computer navigate to *www.supraekey.com*.
2. Select **Agents-Log on to SupraWEB**.
3. Enter the user ID and password and select **Submit**.

Note: *To register for a single sign on (SSO) user ID and password, click the* ***How to get access*** *link.*

4. Select **Settings**.
5. Select **eKEY Showings**.
6. Select the number of days of showing activity to be displayed in your eKEY software.

Disable eKEY Showing Notifications

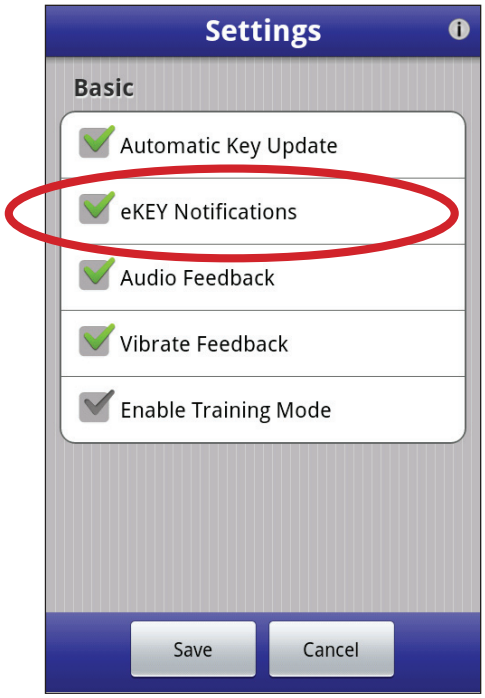
Disable the automatic showing notification:

1. Open the eKEY application.
2. Select **Settings**.

Note: *With eKEY Professional, the Settings icon is on the second page of icons.*

3. Uncheck the **eKEY Notifications** option.
4. Select the **Back** button on the Android to return to the eKEY main screen.

Figure 40. Disable eKEY Notifications



Update Listing ID

Update the listing ID whenever an iBox is placed on a listing or removed from a listing to keep the iBox showing reports accurate.

To update the listing ID when placing a keybox on a listing see *Change iBox Settings*, or enter the listing ID at SupraWEB by selecting the iBox from the ***Assign Listing*** link and entering the information.

Chapter 6 Support and Troubleshooting

This chapter provides information to help troubleshoot problems and contact technical support for assistance with the eKEY software.

In this chapter:

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Support

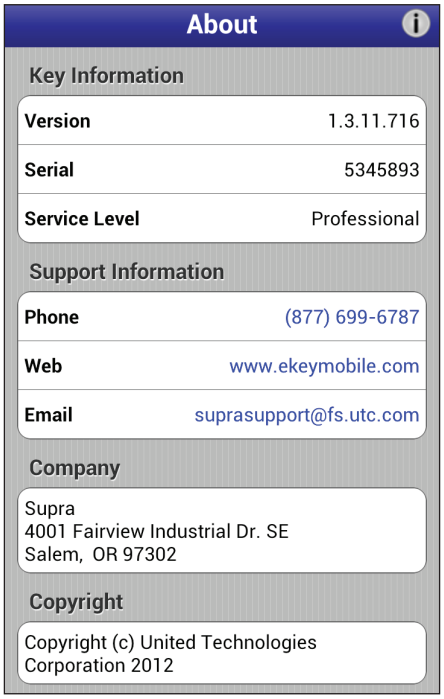
Need assistance troubleshooting the eKEY software? Support is available from 5 a.m. to 7 p.m. Pacific Time, seven days a week.

Website	*http://www.supraekey.com*
Email	*suprasupport@fs.utc.com*
Telephone	877.699.6787
Fax	503.589.8677

Call Support directly from the eKEY software on the Android device:

1. Open the eKEY application.
2. Select **About**.
3. Select the phone number shown in the *Support Information* section to call Support.

Figure 41. Contacting Support



Training Library

Another great resource for assistance with your eKEY software is our training library, available to all agents.

Access the library:

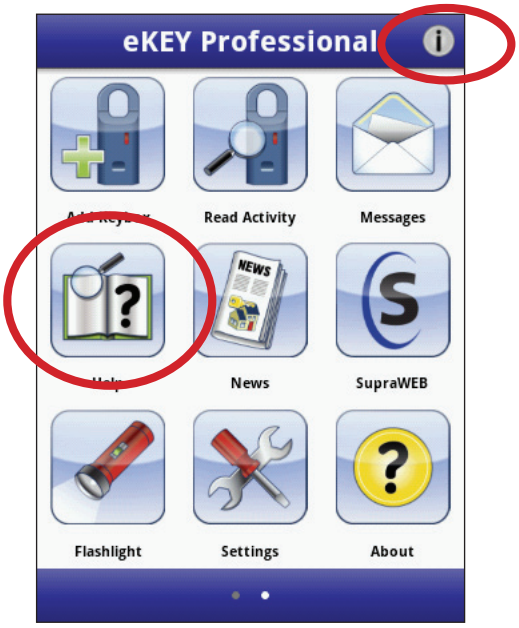
1. Go to *www.supraekey.com*
2. Scroll down and select the ***Customer Support*** link.

Training available here is periodically updated so bookmark this page for future reference.

Help Screens

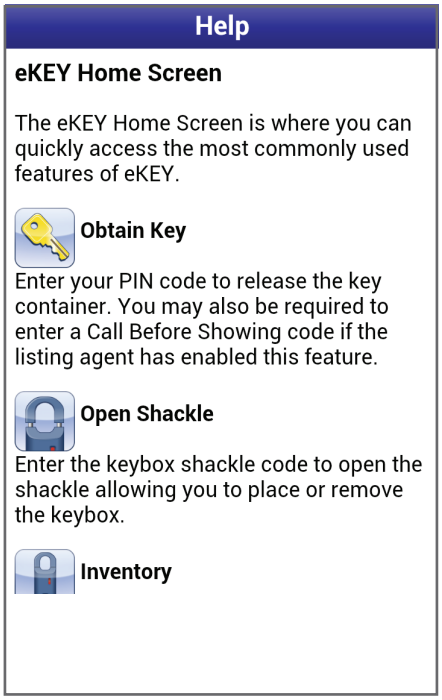
Help information is provided in the eKEY software. Select the **Help** icon on the second page of the eKEY software menu screen to access the help information.

Figure 42. Help Icon



In addition, several screens throughout the eKEY software have an shown in the upper right corner. Select the for help. Scroll through the different categories to see more.

Figure 43. Help Screen


Help
eKEY Home Screen
The eKEY Home Screen is where you can quickly access the most commonly used features of eKEY.
Obtain Key
Enter your PIN code to release the key container. You may also be required to enter a Call Before Showing code if the listing agent has enabled this feature.
Open Shackle
Enter the keybox shackle code to open the shackle allowing you to place or remove the keybox.
Inventory